



#### PHASE 1 – June/July

- **Digital Services (30+) w/Payment Gateway (6/7/17)**
  - Start New Water
  - Start Refuse/Recycling
  - Rent a Park Shelter, Pavilion, Gym
  - Special Events (Wedding, Rental Equipment, etc.)
  - Leak Adjustment
  - Risk Management Claim Forms, and more . . .
- **Service Directory (30) – 3<sup>rd</sup> Party Application (6/7/17) – New Functionality based on GR input**
  - Apply for a Building Permit
  - Apply for an Electrical Permit
  - Apply for a Mechanical Permit
  - Apply for a Plumbing Permit
  - Apply for a Demolition Permit (complete structure)
  - Apply for a Land Use (LUDS) Permit
  - Apply for a Sign Permit, and more. . .
- **Civic User Testing CUT Group (ongoing)**
- **Mobile App Replacement – Phase 1 (6/26/17)**
  - 4 Current Reports – Pothole, Graffiti, street Light, Other
  - 11 New Offerings – (Adding Police/Parks Maintenance/Forestry)
- **MyNeighborhood – GIS Address-Based Lookup Reflects/Popups (7/19/17)**
  - Nearest Parks
  - Library
  - Events
  - Police Community Officers
  - Neighborhood Association
  - Meetings
  - Refuse and Recycling Collection Days
  - Ward w/Commissioner Pictures
  - Crime Data (Police), and more . . . .
- **Digital Services - Analytic Dashboards-Departmental – Google and Open Cities (6/7/17)**



#### PHASE 2 – August/September

- **eCommerce grpayit (August 10/17)**
  - Water Bills
  - Add Funds to Refuse Accounts
  - Property Tax
  - Pay Parking Tickets
  - Permits and Inspections (many-to-one)
- **Digital Services continued (20+)**
- **Feedback CUT Online Module (9/17)**
- **Survey Modules (Parks/Special Events) (9/17)**
- **Dashboards – iFrame/embedded**
  - BuildingEye
  - 311 – Ward/Neighborhood
- **Emergency Announcements Modules (9/17)**
  - Alerts
  - Storm
  - Press Conferences, etc.
- **GIS Site Transition**
- **Neighborhood/Business/Homeowner/Renter Guide Discovery Sessions**
- **Legislative Management - Search Engine Optimization (SEO) Testing**
- **Analytics – Website – Googler and Open Cities Enhanced (9/17)**
- **Social Media - Governance – 1-to-Many**
- **Site Map - Information Architecture Final Click Path Testing – FINAL (9/17)**
- **Civic User Testing CUT Group (ongoing)**



### **PHASE 3 – September/October**

- **Modules**
  - Connect with myGrandRapids – subscriber preference signup - email updates
  - Press Release
  - Community Engagement - Blog
  - Community Engagement - Survey
  - Community Engagement –Newsletters
  - Projects
  - Initiatives
  - Consultation
  - Minutes and Agenda
  - Calendaring
- **Document Library**
  - Pdfs
  - Reports
- **Image Library**
  - Video
  - Photos
- **Public Notices**
- **Venues for Hire**
- **Civic User Testing CUT Group (ongoing)**
- **Mobile App Replacement – Phase 2 – Code Compliance (80+)**
- **MyNeighborhood – GIS Address-Based Lookup Reflects Additions**
- **Digital Services - Continued Development 25+**



### **PHASE 4 – September 2017 – January 2018**

- **Featured Content Pages**
  - City Leadership
  - Elected Officials
  - Content Only
  - Info Only
  - Contact Info/Directory
- **Department Discovery Sessions**
  - Assessment
  - Analytics
  - Site Map Alignment
  - GR Digital – Produce Dept Report Future State/ 2-3 weeks
    - Dept Site Plan
    - Dept Presence
- **Department Content Development Begins**
- **Department Websites**
  - Department Subsite
  - Content Pages
  - Guides (New functionality based on GR input)
- **Analytic Review of past data trends - current grcity.us/311 data assessment**
- **Neighborhood/Business/Homeowner/Renter Guide Development**
- **Digital Service continued (50+)**
- **Civic User Testing CUT Group (ongoing)**
- **Site Map**
- **Analytics/Dashboards**